

Riverview **COMMUNITY BANK**, Otsego, MN



Digital Imaging Profile (Employing Persons with Developmental Disabilities) Riverview Community Bank; Otsego, MN 11/9/2005

The Project:

The project at Riverview is an ongoing digital imaging process to scan commercial loan files, storing them on CDs and servers, and finally disposing of the stored paper files to free up valuable space, reduce the quantity of expensive fire proof filing cabinets, and eliminate the expense of couriers to transport confidential files between bank locations. The imaged files are used for day-to-day operations by local bank personnel and at bank branch offices; they will also be used for future electronic retrieval.

Staffing:

This is an ongoing systems process that the bank has been performing with the services of a college student. The college student returned to school and a job opening was created.

OPTIONS Inc., a local service provider for people with developmental disabilities, reviewed the job and proposed it to Lisa Schwietering. Lisa was interested in the job and applied, and the rest of the story follows. On July 5, 2005, Riverview Community Bank hired Lisa Schwietering to perform the digital imaging job. On October 5, 2005, Lisa completed the bank's new employee probation period and her salary was increased from her starting wage of \$9.00 per hour to \$9.50 per hour. Lisa is a part time (20 hours per week; 10:00am to 2:30pm M-F) direct employee of Riverview bank. In addition to her hourly wage, she also accumulates 2.5 hours of paid vacation time for every 40 hours worked.

There are backup personnel (people without disabilities) who are trained to perform the job.

The work site equipment and software:

Hardware:

Kodak i280 Sheetfed Scanner, 150 sheet automatic document feeder (2 sides). Current new price is \$6,797.00.

Kodak i200 Dockable flatbed scanner attachment. Current new price is \$426.99.

Software:

TREEV software systems; the scanning software is one module of the overall bank software system provided by TREEV.

The worksite:

The imaging work area is an integrated site in the office support area of the bank. Other office support staff work in the same room where the digital imaging is performed operating various office support equipment, filing, etc. The team includes the loan processors, office support staff, the scanning person, the filing person, and other associated staff.

The work flow and process:

The TREEV Loan File Flow Sheet “bank loans” is shown on a separate page of this document.

The Loan Processor staff code the files prior to bringing them to the office support area where Lisa works.

Lisa's activities include:

- Organizing her work area
- Filing as necessary
- Alphabetizing the imaged files (in the computer)
- Scanning the files to batch formats
- Editing and deleting as necessary
- Releasing batches to the system
- Doing her own quality check and control
- Moving the files sent to the file disposal area.

Scope and future plans:

Back files are removed from a fire proof storage room and also from the loan departments in fireproof file cabinets. The imaging project eliminates the need to store files in expensive fire proof cabinets and expensive fire proof storage rooms by electronically storing the files and making them available for day-to-day use electronically instead of searching through paper files.

There are about 5000 pages in a box. To date, the imaging project has completed about 25 boxes or about 125,000 pages. Since July 5, 2005, Lisa has imaged and filed 70,000 of the total pages.

Currently Lisa is doing the imaging for the back files and incoming files for the local bank and two recently opened branch locations. As the bank business grows, it is anticipated that the imaging needs will also grow.

Lisa's manager, Patty Wirtz, states that she is very pleased with Lisa as an employee and anticipates expansion of Lisa's activities to more than imaging.

Lisa states that, although she currently lives with her parents, she hopes to someday work and make enough money to afford to have a place of her own.